

 QUILLEN COLLEGE of MEDICINE EAST TENNESSEE STATE UNIVERSITY	Policy/Procedure/Process Name:	Student Professionalism Reporting Policy
	MSEC/ADMIN Number:	SPROMO-0918-002
	Approving Officer:	Kenneth Olive, MD, EAD
	Agent(s) Responsible for Implementation:	All Faculty, Staff, and Students
Original MSEC Approval Date: 10/16/12 Effective Date(s): 10/16/12; 11/13/12; 9/19/2018; 5/25/21	Originator Name/Committee:	Ramsey McGowen, PhD
<input type="checkbox"/> New Policy/Procedure/Process <input checked="" type="checkbox"/> Revision of Existing Policy/Procedure/Process		
Revision Date(s): 11/13/12; 9/19/2018; 5/25/21 (administrative-no MSEC approval required)	LCME Required Policy/Procedure/Process: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
	LCME Element(s) Number and Description: 9.9 STUDENT ADVANCEMENT AND APPEAL PROCESS - A medical school ensures that the medical education program has a single set of core standards for the advancement and graduation of all medical students across all locations. A subset of medical students may have academic requirements in addition to the core standards if they are enrolled in a parallel curriculum. A medical school ensures that there is a fair and formal process for taking any action that may affect the status of a medical student, including timely notice of the impending action, disclosure of the evidence on which the action would be based, an opportunity for the medical student to respond, and an opportunity to appeal any adverse decision related to advancement, graduation, or dismissal. 3.5 LEARNING ENVIRONMENT/PROFESSIONALISM - A medical school ensures that the learning environment of its medical education program is conducive to the ongoing development of explicit and appropriate professional behaviors in its medical students, faculty, and staff at all locations. The medical school and its clinical affiliates share the responsibility for periodic evaluation of the learning environment in order to identify positive and negative influences on the maintenance of professional standards, develop and conduct appropriate strategies to enhance positive and mitigate negative influences, and identify and promptly correct violations of professional standards.	
<i>All policies/procedures/processes will be reviewed during the MSEC Evaluation of the Curriculum as a Whole unless an earlier review is identified.</i>		
Administrative Review Date(s): 7/24/2020		

(A.) Policy/Procedure/Process Statement:

The Quillen College of Medicine is dedicated to helping future physicians develop and maintain professional behaviors. Professionalism may encompass communications between patients and providers; appropriate attire/appearance; reliability, motivation, and responsibility; interpersonal relationships; ability to accept instruction and feedback; integrity. The Quillen College of Medicine professionalism policy and procedures support the ongoing development of learners and provide a framework for reporting unprofessional behaviors and correcting any deficiencies.

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Through modeling and upholding professionalism, the College supports ETSU's values statement: people come first, are treated with dignity and respect, and are encouraged to achieve their full potential; relationships are built on honesty, integrity, and trust; diversity of people and thought is respected; excellence is achieved through teamwork, leadership, creativity, and a strong work ethic; efficiency is achieved through wise use of human and financial resources; and commitment to intellectual achievement is embraced.

The Student Professionalism Report is designed to allow faculty, staff, or students to document an incident or trend of student unprofessional or unethical behavior and becomes part of this policy. **See attached form.** It is also used to measure institutional success in accomplishing the Quillen College of Medicine's Professionalism Institutional Educational Objective.

(B.) **Purpose of Policy/Procedure/Process:**

The Student Professionalism Report is to assist the student in developing appropriate professional behaviors. The intent is to mold professional behavior – not to punish inappropriate behaviors. Additionally, in aggregate form, the rate of event reporting will be used as a measure of institutional success in accomplishing the Professionalism Institutional Educational Objective.

This policy pertains to the LCME requirements of Element 3.5 (Learning Environment/Professionalism) and Element 9.9 (Student Advancement and Appeal Process).

(C.) **Scope of Policy/Procedure/Process (applies to):**

All faculty, staff, and students.

(D.) **Activities of Policy/Procedure/Process (start to finish):**

Reporting Incidents or Trends

1. Concerns related to student professional behaviors will be reported on the Student Professionalism Report form.
2. The report will be signed and submitted to the Associate Dean for Student Affairs who will forward a copy to the Executive Associate Dean for Academic Affairs.
3. The Associate Dean for Student Affairs and/or the Assistant Dean for Student Affairs and a designated third faculty member or administrator will review each report and one or more of the reviewers will meet with the student who is the subject of the report on an individual basis.
4. Where appropriate, reports will be addressed at this stage via individual student counseling regarding the necessary professional behaviors expected.
5. The judgment of the reviewers will determine what further action or actions, if any, need to occur, including notification of the relevant clinical departmental chair, if appropriate. Based on the individual student meeting, it may be deemed appropriate to refer a student:
 - a. for other counseling or treatment;
 - b. to the Committee Supporting Student Health, if the student's behavior appears to be a reflection of a significant impairment;
 - c. to the Student Promotion Committee if the student's behavior raises significant concern about the student's fitness to function as a physician;
 - d. to the Honor Council if the student's behavior represents a possible Honor Code violation;
 - e. to the Grievance Officer if the behavior constitutes mistreatment.
6. Reports that meet state and/or federal definitions of harassment or discrimination will be referred to the Compliance Office within University Counsel as directed by state or federal law. The Grievance Officer for the College of Medicine will also be informed of the referral.
7. The Associate or Assistant Dean of Student Affairs acknowledges to the person submitting the form receipt of the form and that issues raised will be addressed with the individual student and an action plan developed.

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Multiple or repeated reports regarding the same student or single incidents determined to be egregious may warrant other responses, including review by the Student Promotions Committee.

Approved by: Name / Title: Kenneth Olive, MD / EAD	Policy/Process/Procedure Superseded by this Current Policy/Process/Procedure (name and number): <i>(List only if a name change is involved)</i>
Review/Revision Completed by:	Date
<input checked="" type="checkbox"/> Office of the Dean	Upon review to MSEC; 5/25/21
<input checked="" type="checkbox"/> Academic Affairs	11/13/12; 9/19/2018;10/18; 6/10/21
<input checked="" type="checkbox"/> Student Affairs	9/2018
<input checked="" type="checkbox"/> Medical Student Education Committee	10/2/12; 10/16/12; 11/13/12; 10/16/18
<input checked="" type="checkbox"/> Student Promotions Committee	11/14/12; revised and approved 9/19/2018
<input checked="" type="checkbox"/> Faculty Advisory Council	10/2012
<input type="checkbox"/> Administrative Council	
<input checked="" type="checkbox"/> M3/M4 Clerkship/Course Directors	10/2012
<input checked="" type="checkbox"/> M1/M2 Course Directors	10/2012
<input checked="" type="checkbox"/> Student Groups/Organizations (describe): Organization of Student Representatives (OSR)	10/2012

Notifications of New or Revised Policy	Method of Notifications and Date
<input checked="" type="checkbox"/> Medical Students	Upon review to MSEC
<input checked="" type="checkbox"/> All QCOM Faculty	Upon review to MSEC
<input checked="" type="checkbox"/> All QCOM Staff	Upon review to MSEC
<input checked="" type="checkbox"/> Admissions Office (catalog)	Upon review to MSEC; Emailed to Anthony Walls, Student Affairs 6/11/2021

Quillen College of Medicine Professionalism Report Form

Purpose: *The primary purpose of the Student Professionalism Report is to assist the student in developing appropriate professional behaviors. The intent is to mold professional behavior – not to punish inappropriate behaviors. Additionally, in aggregate form, the rate of event reporting will be used as a measure of institutional success in accomplishing the Professionalism Commencement Objectives.*

Reports may be submitted by faculty, staff, students, or patients.

Student Name: _____ Class Year: _____ Date: _____

Name of person completing form: _____ Course/Department: _____

Original Source of information: _____

Indicate which of the following categories of professionalism behaviors were involved. (Check all that apply)

Patient and Provider Communications

- The student inappropriately disclosed patient information
- The student made inappropriate or public remarks about fellow students, members of the healthcare team and/or patients
- The student was dishonest in written or verbal communication
- The student failed to show respect for the diversity of race, gender, religion, sexual orientation, age, disability or socioeconomic status of fellow students, members of the health care team, and/or patients
- The student failed to show sensitivity to the needs of the patient, the patient's family and/or the health care team
- Other / Comments:

Appearance, Attire

- The student fails to wear clothing that is professional in appearance (appropriate to the culture of the institution as defined by the preceptor, the site dress code and professional norms)
- The student has poor personal hygiene
- The student fails to wear their name badge or white coat in appropriate situations
- Other / Comments:

Reliability, Motivation and Responsibility

- The student is disruptive to an atmosphere conducive to learning (e.g. giving disruptive, verbal or nonverbal cues of non-participation)
- The student does not complete assigned tasks in the given timeframe
- The student does not attend required activities
- The student is late to required activities or leaves before the conclusion of the activity
- The student fails to notify appropriate persons prior to missing required activities
- The student failed to adhere to test administration protocol
- Other / Comments:

Interpersonal Relationships

- The student behaves in a manner that lacks respect, is uncooperative or is manipulative
- The student fails to establish and maintain appropriate boundaries in work and learning situations

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- The student fails to show an appropriately sensitive, courteous and/or respectful manner with fellow students, staff, faculty and/or patients, which may include failure to show respect for the diversity of race, gender, religion, sexual orientation, age, disability, or socioeconomic status
- Other / Comments:

Accepts Instruction and Feedback

- The student actively rebuffs, avoids change, or does not recognize own limitations
- The student does not accept constructive feedback
- The student does not maintain professional composure in stressful situations
- Other / Comments:

Integrity

- Concern related to student integrity

Concerns related to integrity may identify potential Honor Code violations. These should be reported to the Honor Council. The policy and process can be found current Student Catalog.
<http://www.etsu.edu/com/sa/admissions/collegeinfo/catalog.aspx>
 Honor Council Chair: qcom-honor@mail.etsu.edu
 Honor Council faculty advisor: Tom Ecay ecay@etsu.edu

- Other / Comments:

Other problematic or unethical behaviors not listed above: _____

Date of Incident: _____

Description of the student’s behavior or event that occurred: _____

FOR REPORTS BY FACULTY/STAFF ONLY:	Yes	No
Did you provide feedback to the individual(s) named?	<input type="checkbox"/>	<input type="checkbox"/>
Did you document the feedback? <i>(please attach any documentation)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Have you reviewed the contents of this report with the individual(s) named?	<input type="checkbox"/>	<input type="checkbox"/>
Have appropriate University officials been notified if applicable (i.e., Grievance Officer, University Compliance, Public Safety)?	<input type="checkbox"/>	<input type="checkbox"/>
Other/Comments	<input type="checkbox"/>	<input type="checkbox"/>

If completing electronically, please print and sign as indicated.

I have read this report and discussed it with the person completing this form:

 Student Signature Date

 Submitter’s Signature Date

Submit signed form to the Associate Dean of Student Affairs

Student written reply submitted

Procedures:

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 - c. to the Student Promotion Committee if the student's behavior raises significant concern about the student's fitness to function as a physician;
 - d. to the Honor Council if the student's behavior represents a possible Honor Code violation;
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Administrative Disposition:

Copy to Executive Associate Dean of Academic Affairs. Date: _____

Student was counseled by Associate or Assistant Dean of Student Affairs. Date: _____

Copy of report forwarded to:

Honor Council for appropriate action

Student Promotions Committee for placement on next agenda

Committee on Supporting Student Health for appropriate action

Date: _____ referred to any of the above

Student was referred for additional counseling or treatment. Date: _____

Other action was taken _____ Date: _____

Submitter of the form was notified of disposition. Date: _____